8. If your library does not now have any access to the Internet, does your library plan to connect to the Internet in any way in the next 12 months? (CHECK [X] ONE ONLY)

   ☐ YES, for library staff use only

   ☐ YES, for library staff use AND public access

   ☐ NO Internet connection planned in the next 12 months

   THANK YOU FOR YOUR PARTICIPATION! Please return the questionnaire in the enclosed envelope.

PART B: **Internet Benefit and Cost Issues; To be completed by the library director or library employee with most knowledge of the library's use of the Internet**

9. Name of person responding: _____ Title: _____

   Internet e-mail address: _____

10. Please describe the most important benefit to your library that having access to the Internet provides:

11. Please **estimate** the overall percentage of total library operating expenditures for ALL information technologies (IT) for the **last completed fiscal year** (to include hardware/software costs, OPAC /CD-ROM subscription fees, telecommunication costs, training, CD-ROM, etc.):

    Estimated Percentage for IT: _____ % ☐ Don't know

12. Please **estimate** the percentage of total library operating expenditures for all information technologies (IT) associated with providing Internet–related services for staff and patrons for the **last completed fiscal year** AND **estimate** the amount of increase or decrease you anticipate for the next fiscal year for these Internet costs: (PLEASE COMPLETE FOR EACH ROW)

COST CATEGORY	ESTIMATED % OF IT EXPENDITURES	ANTICIPATED EXPENDITURE				
		Decline	Remain Same	Increase 1-5%	Increase >5%	Don't Know
a) System/server hardware costs (*e.g., workstations, servers*)	_____%	☐	☐	☐	☐	☐
b) Software costs (*e.g., operating systems— Unix — applications software — WordPerfect*)	_____%	☐	☐	☐	☐	☐
c) Communications hardware/fees (*e.g., routers, modems, long distance charges*)	_____%	☐	☐	☐	☐	☐
d) Training and education costs (*for staff and users*)	_____%	☐	☐	☐	☐	☐
e) Content/resource development costs (*e.g., special collections development, Web home page development*)	_____%	☐	☐	☐	☐	☐
f) Program planning/management/ staffing costs (*e.g., RFP development/ analysis, consultant fees*)	_____%	☐	☐	☐	☐	☐
g) Other (*please specify*):	_____%	☐	☐	☐	☐	☐

TOTAL EXPENDITURES FOR IT ____100____ %

PART C: **Library Internet Connection and Service Issues; To be completed by the library director or library employee with most knowledge of the library's use of the Internet**

13. What type of connection to the Internet AND maximum connection speed does your library have?

   (a) <u>Dial-Up</u>   ➞   <u>FASTEST Dial-up Speed of Connection</u>
       (CHECK [X] ALL THAT APPLY)   (CHECK [X] ONE ONLY)

        ❏ Terminal access (*e.g., via text only*   ❏ 9600 bits per second or less
           [non-graphical] access)   ❏ 14,400 bits per second
        ❏ Internet gateway access (*e.g., via commercial*   ❏ 28,800 bits per second or greater
           on-line provider such as America On-Line &   ❏ Other (*please specify*):
           CompuServe)
        ❏ Workstation SLIP (Serial Line Internet Protocol) or   _____
           PPP (Point to Point Protocol) access
        ❏ Other (*please specify*): _____
        ❏ None

   (b) <u>Leased Line</u>   ➞   <u>FASTEST Leased-Line Speed of Connection</u>
       (CHECK [X] ALL THAT APPLY)   (CHECK [X] ONE ONLY)

        ❏ On-line Public Access Catalog (OPAC) gateway   ❏ 56 K (bits per second)
        ❏ Local Area Network (LAN) access   ❏ T1 (1.5 million bits per second)
        ❏ Other (*please specify*):   ❏ T3 (45 million bits per second)
                                   ❏ Other (*please specify*):
        _____
        ❏ None   _____

14. What type of Internet connection provider does your library use? (CHECK [X] ALL THAT APPLY)

       ❏ Local/state government organization (*e.g., county/state information services department*)
       ❏ Commercial provider (*e.g., PSI, Delphi, America On-Line, CompuServe, etc.*)
       ❏ Local educational organization (*e.g., community college or university*)
       ❏ Free-net (*e.g., a community run network such as Cleveland Freenet, Big Sky*)
       ❏ State library network (*e.g., a state-wide network run by the state library agency such as Maryland's Sailor network, Nebrask@ Online, etc.*)
       ❏ Regional/statewide network provider (*e.g., NYSERNet, Solinet, NorthWestNet, etc.*)
       ❏ Other (*please specify*): _____

15. Please ESTIMATE the number of uses in your library of the following Internet activities by library staff in a typical week: (CHECK [X] ONE FOR EACH QUESTION)

| | | NUMBER OF USES BY STAFF PER WEEK | | | |
	Never	Less than 25 times/wk	26-50 times/wk	51-100 times/wk	More than 100 times/wk
a) Electronic Mail	❏	❏	❏	❏	❏
b) Listservs/Discussion Groups	❏	❏	❏	❏	❏
c) Bibliographic Utilities (*e.g., accessing card catalogs*)	❏	❏	❏	❏	❏
d) World-Wide Web sessions	❏	❏	❏	❏	❏
e) Other (*please specify*):	❏	❏	❏	❏	❏

_____

PART D: Public Access Issues; To be completed by the library director or library employee with most knowledge of the library's use of the Internet

16. Please indicate whether your library provides patrons the following types of Internet services AND whether your library charges patron fees for such services: (CHECK [X] ALL THAT APPLY)

INTERNET SERVICE	No	Yes				Fee for Service	
		At Main/ Central Library Only	At Main/ Central Library and All Branches	At Main/ Central Library and Some Branches	Remote/ Dial-in Service	Yes	No
E-mail accounts (*e.g., e-mail services*)							
Newsgroup services (*e.g., access to newsgroup readers*)							
Text-based World-Wide Web browsing (*e.g., using Lynx software*)							
Graphical World-Wide Web browsing (*e.g., using Netscape or Mosaic software*)							
Gopher-based resource location							
Other: (*please specify*) _____							

17. Please describe the type AND number of your main/central library's public access terminals: (CHECK [X] ALL THAT APPLY)

- [ ] Terminals with text-based interfaces (*e.g., VT-100 terminals, PCs/compatibles or Macs with terminal emulation software*) _____ Number of terminals

- [ ] Workstations with graphical interfaces (*e.g., Windows PCs or Macs*) _____ Number of workstations

➡ Are there additional terminals/workstations just for library staff access? [ ] Yes [ ] No

If yes, how many? _____ Number of terminals/workstations

18. If applicable, please describe your main/central library's remote/dial-in service:

a) Maximum number of modem connections available to patrons: _____ Connections

b) Is this either SLIP (Serial Line Internet Protocol) or PPP (Point to Point Protocol) access? [ ] Yes [ ] No

c) Fastest supported speed of connection:
- [ ] 9600 bits per second or less second
- [ ] 14,400 bits per second
- [ ] 28,800 bits per second or greater

19. If your library operates a gopher and/or web server, is it primarily operated by: (CHECK [X] ONLY ONE)

- [ ] Library staff?
- [ ] A commercial Internet provider (*e.g., PSI*)?
- [ ] A local community organization (*e.g., community college*)?
- [ ] Other (*please specify*): _____

➡ Please provide your library's gopher and/or web server address(es):

Gopher: telnet _____

Web: http:// _____

THANK YOU FOR YOUR PARTICIPATION! Please return the questionnaire in the enclosed envelope

Appendix B

Survey Alert

SURVEY OF PUBLIC LIBRARY INTERNET USE
University of Maryland Baltimore County
Department of Information Systems
5401 Wilkens Avenue
Baltimore, Maryland 21228

First Class Mail

NOTICE: · ˙
SURVEY ALERT FOR THE LIBRARY DIRECTOR

Dear Library Director: December 1995

      The **National Commission on Libraries and Information Science** is conducting a national fast-response survey of the **involvement of public libraries in the Internet.** John Carlo Bertot, Charles R. McClure, and Douglas L. Zweizig are co-principal investigators for the study.

      This study is a follow-up to the **Commission's** 1994 study of public library Internet involvement. The results from the study will provide critical information that charts the 1994-1996 changes in public library Internet connectivity and collects information about public library Internet costs, options, and benefits for library and policy officials.

      As with the 1994 study, your library has been selected to be in the sample drawn by the National Center for Education Statistics. The survey will be mailed in early January and will ask for a response by the end of the month.

      It is extremely important that your library respond, whether or not your library responded to the 1994 survey or is presently using the Internet. If you have any questions or have not received your survey by January 15, please contact:

John Carlo Bertot
SURVEY OF PUBLIC LIBRARY INTERNET USE
University of Maryland Baltimore County
Department of Information Systems   Phone: (410) 455-3883
5401 Wilkens Avenue   Fax: (410) 455-1073
Baltimore, Maryland 21228   email: bertot@umbc.edu

                                THANK YOU FOR YOU HELP!

Appendix C

Survey Cover Letter

United States
National Commission on   January 1996
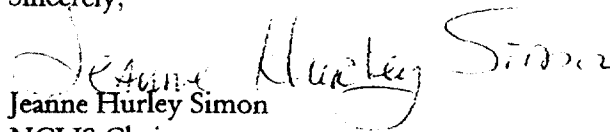Libraries and Information Science

Dear Public Library Director:

The U.S. National Commission on Libraries and Information Science (NCLIS) as a permanent, independent Federal agency, is charged by law (P.L. 91-345) to advise the President and Congress orf National library and information services policies. In 1996 the Commission is conducting a study to assess public library use of the Internet. John C. Bertot, assistant professor at the Department of Information Systems, University of Maryland Baltimore County; Dr. Charles R. McClure, distinguished professor at the School of Information Studies at Syracuse University; and Dr. Douglas L. Zweizig, professor at the School of Library and Information Studies at the University of Wisconsin - Madison are investigators for NCLIS for the public libraries and the Internet project.

As a result of a similar study in 1994, NCLIS found that 20.9% of public libraries were connected to the Internet. The 1996 survey will chart 1994-1996 changes in the amount and type of public library connectivity. Study findings will provide essential information for libraries and policy officials about the type and costs of Internet services, as well as the options and benefits of Internet connectivity, especially in the provision of public access to the Internet. Your library's participation in this study will assist the National Commission in advising policy makers about the roles of public libraries in the National network infrastructure.

Your institution has been selected to participate in this study based on your response to the 1994 survey. Your library's response is very important to the validity of this study. Your library's response to the questionnaire accompanying this letter will be treated in confidence; no individual libraries will be identified in the NCLIS report resulting from this study. A quick response survey questionnaire is attached to this letter. The survey asks about your library's plans for and/or present use of the Internet. If you have a member of your staff who is responsible for your library's Internet connection, please forward this survey to that person for completion, after you have responded to the Library Director questions.

If you have questions regarding this survey please contact John C. Bertot, Department of Information Systems, University of Maryland Baltimore County, 5401 Wilkins Avenue, Baltimore, MD 21228-5398. Phone (410) 455-3883 - voice. Fax (410) 455-1073. Internet address: bertot@umbc.edu Thank you for taking the time to return the completed survey questionnaire by 31 January 1995 by using the enclosed postage paid envelope. In appreciation for your cooperation, we will be pleased to provide you with a copy of the final project report.

Sincerely,

Jeanne Hurley Simon
NCLIS Chairperson

About the Authors

John Carlo Bertot <bertot@umbc.edu> is Assistant Professor at the Department of Information Systems, University of Maryland Baltimore County, where he teaches courses in federal and state government information management and policies and management information systems. He has published articles and reports on federal, State, and county government information policy and the use of information technology to deliver government information and services. Most recently, he was co-author, with Charles R. McClure, of the *Sailor Assessment Final Report: Findings and Future Sailor Development* (Baltimore, MD: Division of Library Development and Services, 1996), a study undertaken to develop electronic network performance measures using Maryland's Sailor network, and *Internet Costs and Cost Models for Public Libraries* (Washington, DC: National Commission on Libraries and Information Science, 1995). He also served as co-principal investigator, with McClure, in the 1995 National Science Foundation - funded study, *Policy Initiatives and Strategies for Enhancing the Role of Public Libraries in the National Information Infrastructure*

Charles R. McClure <cmcclure@mailbox.syr.edu> is Distinguished Professor at the School of Information Studies, Syracuse University, where he teaches courses in U.S. government information management and policies, information resources management, library/information center management, and planning and evaluation of information services. He completed his doctorate in library and information services at Rutgers University. He has authored some thirty monographs and over 180 articles, reports, and chapters on topics related to library and information center planning, evaluation, management, information resources management, networking, and government information. McClure's research activities have won a number of national awards from the American Library Association, the Association of Library and Information Science Education, and the American Society for Information Science. McClure is the associate editor *Government Information Quarterly* and was the founding editor of the journal *Internet Research: Electronic Networking Applications and Policy*. His latest books are *Assessing the Academic Networked Environment: Strategies and Options* (Washington, DC: Coalition for Networked Information, 1996) and his co-edited book *Federal Information Policies in the 1990s* (Norwood, NJ: Ablex Publishing Corp., 1996).

Douglas L. Zweizig <dzweizig@facstaff.wisc.edu> is a Professor at the School of Library and Information Studies at the University of Wisconsin-Madison. He has conducted national studies of literacy activities in libraries and financial practices in public libraries and publishes in the literature of planning and evaluation for libraries. From 1990 to 1994, he was the project director for the Public Library Association's Public Library Data Service. He has been actively involved in the American Library Association and is a frequent speaker at many professional meetings and conferences. From 1993 to 1995, he was the co-principal investigator for the U.S. Department of Education-funded project, "Evaluating Library Programs and Services," and lead author of *The TELL IT! Manual; The complete program for evaluating library performance* (Chicago: IL: American Library Association, 1996). He is co-author, with Charles R. McClure, of the publications *Planning and Role Setting for Public Libraries* and *Output Measures for Public Libraries*, 2nd ed. (Chicago: IL: American Library Association, 1987). Currently, he is co-principal investigator for the multi-year National Evaluation of the DeWitt Wallace-Reader's Digest Fund Library Power project.